



Bentley Walker iDirect Evolution X3

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1. Before you start

- a) Please ensure that you have submitted the online activation form at **[http:// www.bentleywalker.com/support](http://www.bentleywalker.com/support)**
- b) Once this is done, you will receive the required files to configure you modem; this will include the **option file** (RmtRmtsideLatest-12345.opt) and your **IP details**.
- c) You will also need the corresponding version of iSite:

Evolution W2A (C Band)/AB1/W3A/W6/T11/T12: iSite 12.0.0.0

Evolution AM22: iSite 9.0.0.7

It is **very important** that the correct version is used depending on what satellite the modem is on; if you are unsure which version to use, please contact support

The above software can be downloaded from

<http://www.bentley-walker.com/support/customerarea>

Username: **visitor@bentleywalker.com**

Password: **satellite**

2. Connecting to the modem

- a) Connect an **RJ45 cable** from the LAN port on the modem to a hub or switch (the interface runs at 100mbps/full duplex) then to a PC

If connecting straight from the modem to a PC, you may need to use a crossover cable.

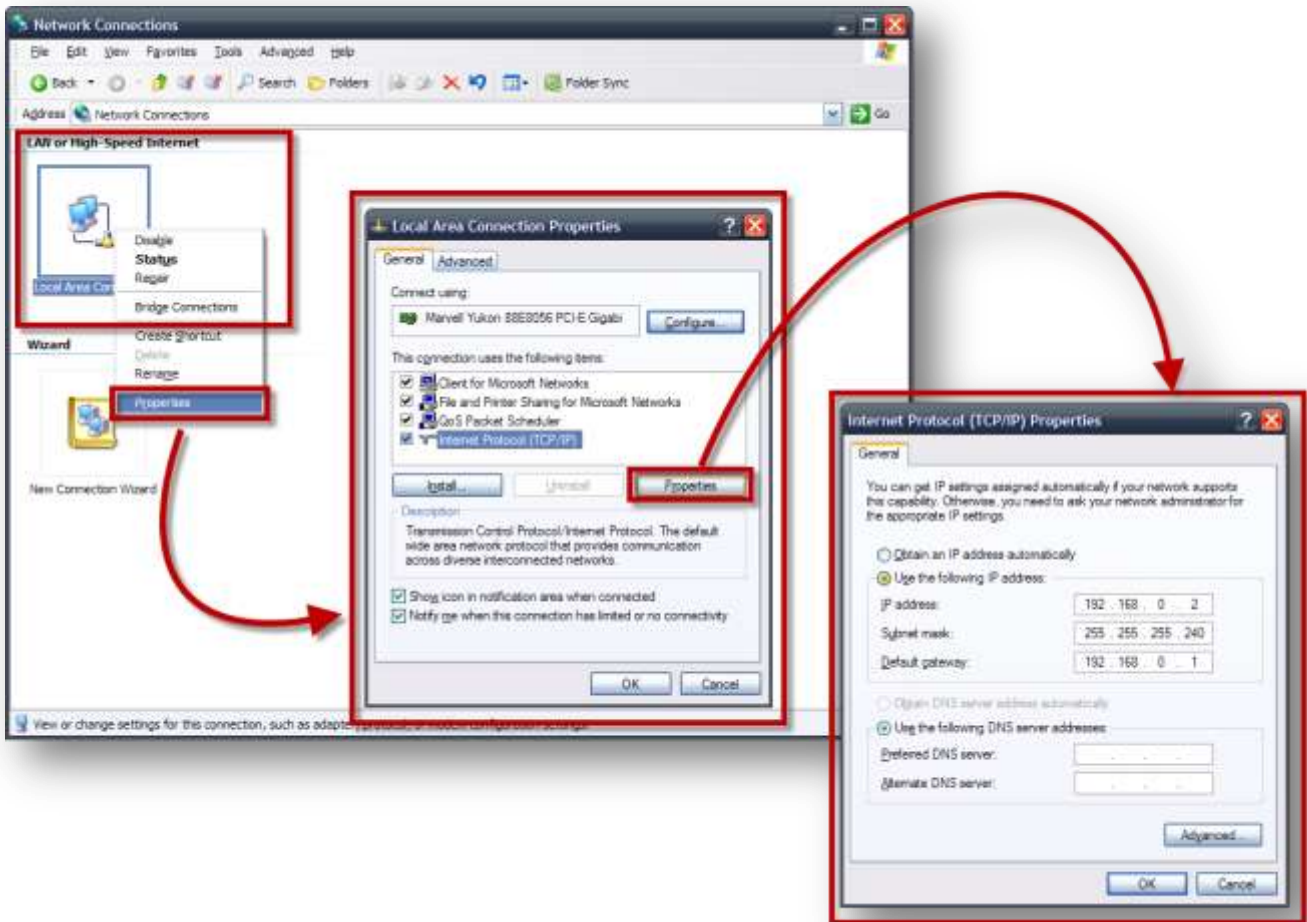
- b) If the modem is new (no option file loaded), set up the PC with the following **default** IP addresses

IP Address: 192.168.0.2

Subnet Mask: 255.255.255.240

Default gateway: 192.168.0.1

To do this in Windows XP go to **Start > Control Panel > Network Connections**:



If you are having issues doing this with **Windows Vista/7**, follow the step by step guide in the **FAQ** section at the end of this document.

- a) Open a command window by using **Start > Run** and enter **cmd**
- b) At the **Command** window prompt enter ping and the modem IP address.
For example `ping 192.168.0.1`

If you can reach the modem, you should get a reply similar to the following

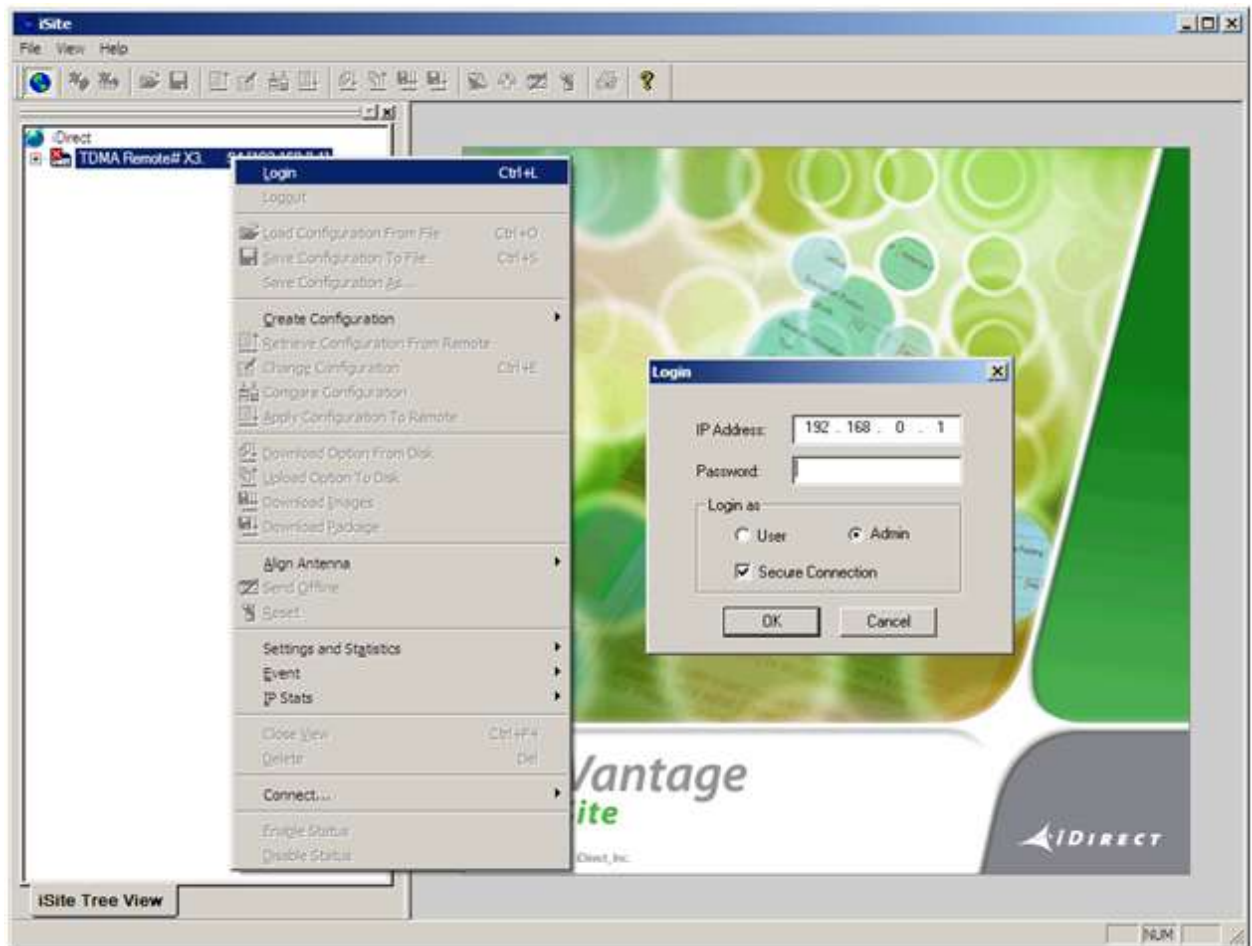
```
Pinging 192.168.0.1 with 21 bytes of data:  
Reply from 192.168.0.1: bytes=32 time<1ms TTL=128
```

If you cannot reach the switch, you should get a reply similar to the following:

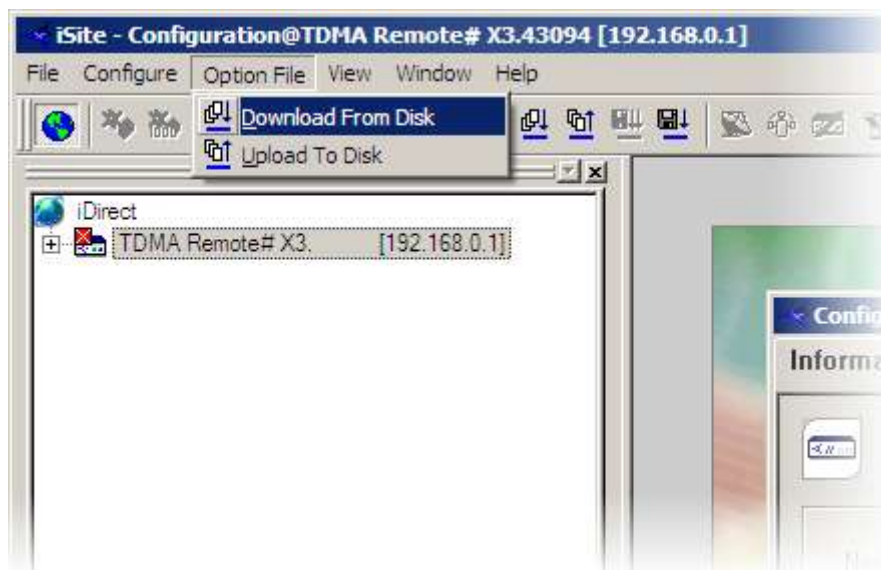
```
Pinging 192.168.0.1 with 21 bytes of data:  
Request timed out.
```

3. Loading the option file

1. Log in to iSite by clicking on the “TDMA Remote” and clicking “Login”.
Log in as “Admin”. The default password is: **iDirect**



2. Once logged in, click on “Option file” in the top menu, then “Download from disk”



3. Browse to where the option file is saved and open. It should only take a few seconds to load and then the modem will reboot
4. You will now need to change your computers IP settings to DHCP to reflect the update. Follow step 2 again and set IPs to obtain automatically)
5. Also, the password for iSite and telnet access will now have **changed** from the default “iDirect”; depending on what satellite the modem is configured for, it will be:

AB1/W2a/W3a/W6/T11/T12: **bentleys2**

AM22: **eutelsat2008**

4. Acquiring the satellite signal

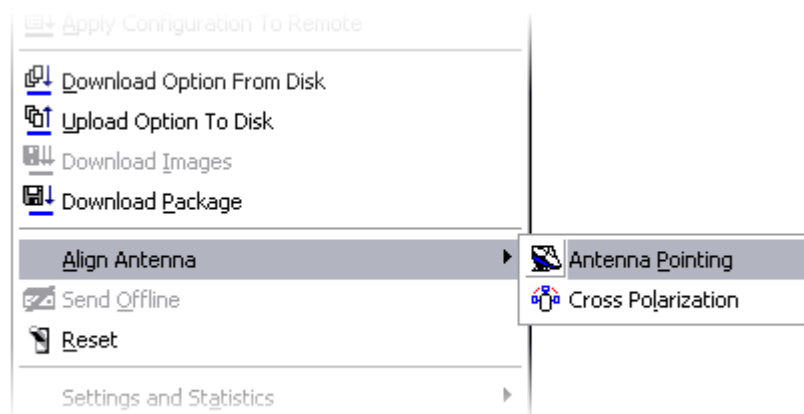
If you are aligning the dish yourself, you will need to do the following:

- a) Calculate your estimated dish pointing angles:

Visit <http://www.bentley-walker.com/dishpointer>

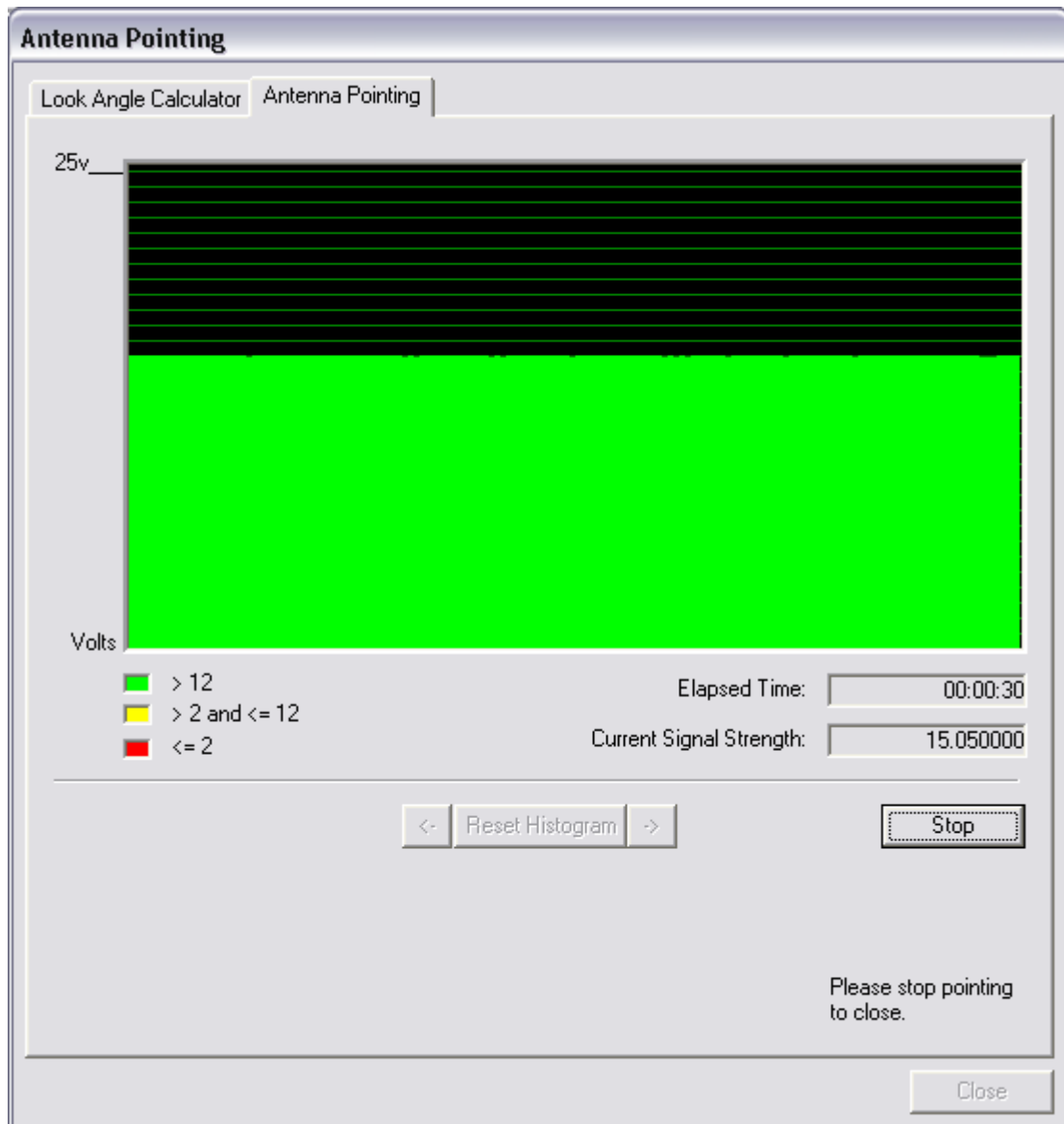
This will return **azimuth**, which is the left and right movement of the dish; **elevation**, the up and down movement of the dish; and the **polarisation**, which is the rotation angle of the feed assembly. Use these values to point the dish in the right direction

- b) We recommend using a **Satellite Meter** such as a MaxPeak or Horizon to then find the satellite signal
- c) Once you have a lock on the signal, open up the “antenna pointing tool” in iSite, by right clicking on the remote and selecting “Align Antenna” > “Antenna Pointing”

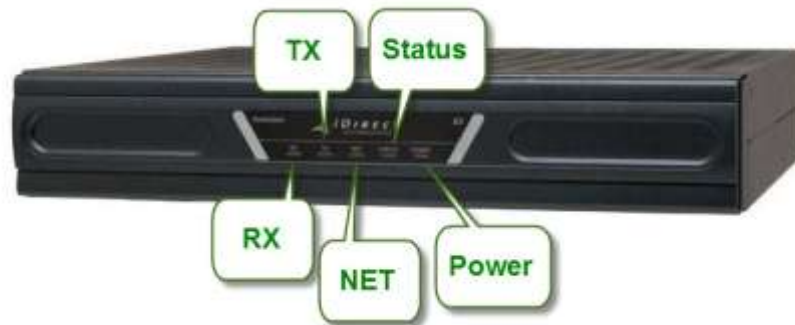


Click on the “Antenna Pointing” tab at the top then click “Start”

After a short period, the graph will start showing data; use this to adjust the dish to get the reading as high as possible (**15v** or higher)



5. Activating the modem



- a) Before we can activate the modem, it should have a solid receive (RX) light and a strong receive signal strength.
- b) You will then need to contact Technical Support to request activation.
+44 2392 311 118
support@bentleywalker.com

6. Frequently asked questions

Q: What is my password for iSite/telnet?

A: For a new modem, the default password is: **iDirect**

Once the option file is loaded, the password will change to: **bentleys2** (for AM22 modems: **eutelsat2008**)

Q: How do I telnet to the modem (required for troubleshooting)?

A: Open a command prompt (Click Start > run/search > type **cmd** > hit enter) In the command prompt, type **telnet [modem IP address]** (for example, telnet 192.168.0.1)

Q: Command prompt says telnet is not a recognised command, how do I enable it in Windows 7/Vista?

A: To install the telnet client on Windows 7 or Windows Vista, follow the steps below:

1. Start
2. Control Panel
3. Programs And Features
4. Turn Windows features on or off
5. Check Telnet Client
6. Hit OK

Now you can start Telnet via Command Prompt

Q: How do I check my receive signal strength?

A: Telnet to the modem and type the following command: **rx snr**

On most networks, the average receive strength is **10.0dB**

Q: How do I check the modem firmware version?

A: Telnet to the modem and type the following command: **version**

Q: Why can't I access the modem via telnet or iSite?

A: This can be caused by many reasons:

- Computers IPs are not configured correctly.
- Problem with LAN cable/not connected direct to X3 modem. Make sure you are not connecting through a router.
- Modem firmware version does not match the option file version. In this case, the recovery procedure will need to be performed. Contact Support for more details.

Q: How do I upgrade/downgrade the modem firmware?

A: Download the correct version and follow the below steps:

1. Connect 1 PC directly the modem, bypassing any routers
2. Open up iSite and login
3. Right click on the remote and choose "download package"
4. Load linux_2.4_bsp-x.x.x.x.pkg **first, then** evo_x3_rmt-x.x.x.x.pkg
5. **DO NOT RESET WHEN COMPLETE**
6. Download the option file provided
7. Reset the modem
8. Telnet into the terminal and type "version" to confirm

Q: How do I change my computer IPs in Windows Vista/7?

1. Open the Start menu and choose Control Panel.
2. Select Network and Internet.
3. Choose Network and Sharing Centre.
4. Select Change adapter settings.
5. Right-click on the network to be changed and select Properties, from the drop down context menu.
6. Click the Networking tab, from the resulting pop-up window.
7. Choose "Internet Protocol Version 4 (TCP/IPv4)." Click on the Properties button.
8. There are two options to choose from when changing the IP address. A user can either obtain an automatic IP address or manually set a new one.
9. Click the OK button at the bottom of the window. The IP address should now be changed.

Support

Online Ticket System	http://62.49.2.48/sitehelpdesk/user/log.asp
Bentley Walker Support	support@bentleywalker.com +44 23 9231 1118 www.bentley-walker.com/support
Customer Information Portal (CIP)	http://88.202.61.64/
Bentley Walker Downloads	http://www.bentley-walker.com/support/customerarea

Product Documentation

Setup Video	http://www.youtube.com/watch?v=HnLxxcTZbXQ
Grade of Service Documentation	http://www.bentley-walker.com/helpfiles/24_evolution_gos.pdf
Recovery Procedure	http://www.bentley-walker.com/helpfiles/39_doc170.pdf